

JOB TITLE: Donation Specialist
REPORTS TO: Director of Operations & Technology
DEPT: Development

STATUS: REG/FT/NE
SCHEDULE: 40 hrs/week M-F
REVISED: 6/19/2020

Winston-Salem Rescue Mission (WSRM) is a Christian, non-denominational service ministry, existing to help hurting men find healing in the gospel of Jesus Christ and hope through the new life Christ gives. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.

SUMMARY OF POSITION:

Perform day to day activities in the donation office, including, but not limited to, processing donations received, updating information in donor database, preparing mailings of receipts, and other projects. Work closely with the development team on various development/marketing activities including donor relationships and special projects.

DUTIES AND RESPONSIBILITIES:

- Process donation receipts, data entry, and reporting on a daily basis.
 - Pick up mail from post office.
 - Assist in opening and sorting the mail.
 - Prepare donation receipts for data entry.
 - Enter donation information into Salesforce.
 - Process donation acknowledgement letters.
 - Process outgoing mail and deliver mailings to bulk mail processing center as needed.
 - Process credit card donations received.
- Maintain donor information in Salesforce database system, adding and updating information as required.
- Maintain documentation accurately, in accordance with WSRM policy.
- Receive and make donation related phone calls when applicable or requested.
- Create, prepare and distribute Salesforce reports and statistics as requested.
- Receive on the job cross training of other various responsibilities in order to help in times of need.
- Work on other Development team activities and projects as assigned.
- Perform other duties as assigned.

EDUCATION/EXPERIENCE:

- High School Diploma or GED required.
- Associate's (2-year) college degree in related field preferred. Equivalent work experience may be considered in lieu of degree.
- 2 years of data entry experience required.
- Database software experience preferred, specifically in Salesforce.
- Non-profit/donor related experience preferred.

SKILLS & QUALIFICATIONS:

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Proficient data entry speed and accuracy, both with numbers and letters.
- Detail oriented; possess ability to accurately analyze information received.
- Must be a self-starter, able to plan and organize work independently.
- Ability to communicate professionally and effectively, both verbally and in writing.
- Proficient in Microsoft Excel and Word, database entry, and email.
- Ability to prioritize work, problem solve, and actively seek input when necessary
- Strong organizational and interpersonal skills.
- Possess a teachable spirit; willing to learn new procedures and adapt quickly to procedural changes.

WORKING CONDITIONS/PHYSICAL FACTORS:

The work is typically performed in an office while sitting, standing, or stooping. The employee occasionally lifts light and heavy objects, weighing up to 25 pounds, and uses equipment requiring a high degree of dexterity.

EQUIPMENT/TOOLS USED:

- Computer (Database, Excel, Word, etc.)
- Copier/Scanner/Printer
- 10 Key Calculator
- Postage Meter Equipment

Employee Signature

Date